

REMARKS

Claims 1-10, 13, 17-26, 28-37, 39-76 and 78-101 are pending in the application.

Claims 1-10, 13, 17-26, 28-37, 39-76 and 78-101 have been rejected.

Claims 1, 5, 9, 13, 17, 19, 21, 32, 39, 43, 44, 46, 54, 59, 60, 65, 67, 71, 75, 82, 84, 85, 89, 93 and 100 have been amended.

Double Patenting

Claims 1-10, 13, 17-26, 28-37, 39-76 and 78-101 are provisionally rejected under the judicially created doctrine of obviousness-type double patenting as purportedly being unpatentable over claims 2, 18, 37, 46 and 55 of U.S. Patent Application No. 09/823,769. A Terminal Disclaimer is being filed concurrently with this Response with regard to U.S. Patent Application No. 09/823,769 to obviate this rejection. Accordingly, Applicants respectfully request withdrawal of this rejection.

Claims 1-10, 13, 17-26, 28-37, 39-76 and 78-101 are provisionally rejected under the judicially created doctrine of obviousness-type double patenting as purportedly being unpatentable over claims 23-25, 27 and 31 of U.S. Patent Application No. 09/823,835. A Terminal Disclaimer is being filed concurrently with this Response with regard to U.S. Patent Application No. 09/823,835 to obviate this rejection. Accordingly, Applicants respectfully request withdrawal of this rejection.

Rejection of Claims under 35 U.S.C. § 103(a)

Claims 1-10, 13, 17-22, 24-26, 28-37, 39-42, 45-56, 58-64, 66-76 and 78-101 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over U.S. Patent No. 6,332,154 issued to Beck, et al. (“*Beck*”) in view of U.S. Patent No. 7,092,509 issued to Mears, et al. (“*Mears*”), and further in view of U.S. Patent No. 6,493,760 issued to Pendlebury, et al. (“*Pendlebury*”). Applicants respectfully traverse this rejection.

Claim 1

Applicants respectfully submit that the Office Action does not establish a prima facie case of obviousness in rejecting claim 1, as amended. In order to establish a prima facie case of obviousness, all claimed limitations must be taught or suggested in the prior art.

Beck discloses a client self-help system in a multimedia communication center (MMCC), which includes an interactive self-help wizard module presented in a graphic interface in the display. The wizard module is configured to a selected client. The media selection interface enables the client to select a particular media for receiving help and indicate the nature of help that is needed. The wizard can also be periodically updated with information based on client transaction history with the enterprise (col 5, lines 25-38).

The Office Action on page 6 cites col. 63, lines 1-5 of *Beck* as describing a channel driver that instantiates a driver object. In so doing, the Office Action seems to be equating the “media driver” in *Beck* (col. 63, lines 1-5) with a channel driver which instantiates a driver object, as recited in claim 1. Applicants respectfully disagree. In one embodiment, a channel driver as recited in claim 1 is part of the communication application programming (API) interface (as supported by Figure 1F, described on page 26 of the Specification). For illustration purposes, on page 8 of the Specification, the “[c]ommunication API 125 provides an interface for third party vendors of communication devices and software [...] to provide a channel driver 120 so that their products are compatible with application server 126.” The media driver in *Beck*, however, which is incorporated into a media support module (shown in Figure 20), is an element within the self-help wizard module. A self-help wizard module is not the same as a communication API. Additionally, the “self-help wizard module” in *Beck* (col. 5, lines 30-31) is not the same as notification to an agent of a work item, as recited in claim 1.

Claim 1 has been further revised to disclose that the method of communicating comprises:

providing a notification of the work item to an agent via a single user interface, wherein

[...]

the single user interface is independent of the media type of the communication channel, and

the single user interface is configured to enable the agent to work using the plurality of communication channels;

This is supported in the Specification at p. 3, lines 21-23 and p. 4, lines 12-14.

Applicants agree with the Examiner that *Beck* does not disclose identifying parameters necessary for a command that is associated with a work item object and that identifying the command comprises accessing a command parameter table (Office Action, page 7). However, Applicants respectfully disagree that *Mears* teaches these elements. For example, the Office Action, citing the following passage from *Mears*, pronounces that the “virtual phone icon” is equivalent to the work item object in claim 1:

As shown in FIGS. 46 and 48, the agent toolbar 238 includes a virtual phone icon 238-2 which enables an agent to open the virtual phone display 244 on the agent's workstation 102 as shown in FIG. 74. The virtual phone makes it easier for an agent to handle telephone calls by allowing the agent to perform telephone functions from the computer. This tool includes all the functions normally associated with a telephone, and the agent can use the virtual phone to do any of the following: answer a call, dial a call, hang up when a call is complete, hold and retrieve a call, and make a conference call. Further details of the functionality of the virtual phone are described in U.S. patent Ser. No. 09/260, 549, referenced above. (col. 49, lines 20-32)

Applicants disagree that “virtual phone icon” is comparable to a work item object recited in claim 1. However, assuming *arguendo*, they were the same, the cited portions of *Mears* still fail to disclose several elements recited in claim 1, such as receiving an activation of the work item object of the single user interface, where the work item object is associated with a work item, the activation of the work item object is associated with a

communication server. It should be noted that the Office Action cites *Mears* at col. 57, lines 3-13 as teaching that the “work item object is associated with the work item,” and that the “activation of the work item object is associated with selecting one communication channel from a plurality of communication channels.” All this passage says is that “[t]o open the web connection window, the agent can click the web collaboration icon 238-3 on the agent toolbar 238 as shown in FIGS. 46 and 48.” Nowhere is there a reference to a work item object or the selection of a communication channel, as claimed in claim 1.

Applicants agree with the Examiner that *Beck* does not teach a channel driver, a command, accessing a command table and certain other related elements that are recited by the Office Action on page 9. However, Applicants respectfully disagree that *Pendlebury* teaches these elements. As best understood by the Applicants, *Pendlebury* relates generally to a token-enabled document services system. In particular, *Pendlebury* teaches a “token-enabled operating environment in which document services are made accessible from a mobile computing device [which] dynamically formulates and/or stores document tokens that reference electronic documents located on file servers” (col 2, lines 18-23).

The Office Action cites portions of *Pendlebury* as purportedly disclosing certain elements that correspond to the recited features in claim 1 that are missing in *Beck*. For instance, the Office Action cites the “token-enabled server” (col. 3 line 44) as equivalent to the communication server disclosed in claim 1. Applicants disagree. As noted above, the token-enabled server operates in a token-enabled operating environment which distributes references to documents by the transmission of document tokens rather than the documents themselves (col. 1, lines 50-55). This is not comparable to a communication server that communicates with a channel driver, instantiates a client object which itself communicates with a service object that is specific to a media type, as disclosed in claim 1.

However, even if *Pendlebury*’s token-enabled server could somehow be equated to a communication server (a point which Applicants do not concede), the cited portions

of *Pendlebury* still fail to disclose several elements recited in claim 1, such as identifying one or more parameters necessary for a command, or the communication server accessing a command parameter table, or the channel driver executing the command, or the communication server accessing a command table.

As a further example, the Office Action cites a “look-up table” which contains information that relates a particular token-enabler unit to a non token-enabled device (*Pendlebury*, col. 5 lines 1-15), as being equivalent to the command parameter table recited in claim 1. Applicants submit that a “look-up table” relating a token-enabler unit to a non token-enabled device, is not the same as a command parameter table, which in one embodiment, is accessed by a communication server to obtain parameters necessary for a command associated with a work item object, as recited in claim 1. The Office action then cites “programmable device parameters 222 of a fax machine include a fax number 224, a fax name 226 (or text message), a fax resolution 228, and a password 230” (*Pendlebury*, col. 7, line 60) as being the equivalent of identifying parameters associated with a command as claimed in claim 1. Applicants respectfully submit that the cited fax machine parameters are not the same as the claimed parameter table or a communication server accessing a command parameter table.

For the reasons described above, neither *Beck*, *Mears*, nor *Pendlebury*, individually or in combination, discloses all of the elements of the method for communicating as disclosed in claim 1. Even if *Beck*, *Mears* and *Pendlebury* were combined as suggested by the Office Action (even though there appears to be no motivation or suggestion for the combination), the resultant combination would still not result in a method for communicating, which contains the features that are disclosed in claim 1.

The above remarks made with respect to independent claim 1 apply with equal force to independent claims 13, 17, 19, 21, 22, 39, 46, 54, 59, 67, 84, and 85, which have been amended to include substantially similar features. For at least the foregoing reasons, Applicants respectfully request the Examiner’s reconsideration and withdrawal

of the rejections to these claims, as well as all claims depending thereon, and an indication of the allowability of the same.

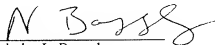
Claims 23, 43, 44, 57 and 65 are rejected under 35 U.S.C. § 103(a) as purportedly being unpatentable over *Beck, Mears and Pendlebury*, further in view of U.S. Patent No. 6,587,556 issued to Judkins, et al. ("*Judkins*"). Applicants respectfully traverse this rejection. For at least the reasons described above with respect to claim 1, Applicants respectfully request the Examiner's reconsideration and withdrawal of the rejections to claims 23, 43, 44, 57 and 65, and an indication of the allowability of the same.

CONCLUSION

In view of the amendments and remarks set forth herein, the application and the claims therein are believed to be in condition for allowance without any further examination and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned at (617) 725-8953.

If any extensions of time under 37 C.F.R. § 1.136(a) are required in order for this submission to be considered timely, Applicants hereby petition for such extensions. Applicants also hereby authorize that any fees due for such extensions or any other fee associated with this submission, as specified in 37 C.F.R. § 1.16 or § 1.17, be charged to deposit account 502306.

Respectfully submitted,



Nicholas L. Baggaley
Reg. No. 54,973